

HELLENIC MUSEUM

The following terms and conditions apply to all persons who purchase tickets to events and programs at the Hellenic Museum. Please read them carefully.

1.0 Terms of Sale

1.1 Tickets sold by the Hellenic Museum are subject to the following terms and conditions:

1.2 All ticket sales are final. Full refunds will be given up to five days prior to the event. After this time no refunds will be given. Refunds will not be made for inability to attend, inadvertently booking the wrong session or if patrons choose to leave the venue prior to the end of the event. Refunds will be given for a cancellation by the Hellenic Museum, or cancellation because of changed restrictions due to the COVID-19 pandemic.

Refunds are available for ticket holders who must isolate due to a positive COVID-19 test; these ticket holders must contact the Hellenic Museum prior to the event in order to be eligible for a refund. Ticket holders who are in isolation due to a positive COVID-19 test and contact the Hellenic Museum after the event has concluded are not eligible for a refund.

1.3 Cancellations due to COVID-19: Due to the ongoing global pandemic, events at the Hellenic Museum are liable to be cancelled due to changes and restrictions implemented by the Victorian and Australian Governments in order to curb the spread of COVID-19. The Hellenic Museum will, in this instance, offer full refunds to ticket holders. When an event is cancelled, customers will receive an email to the email address entered when purchasing tickets online. The email will contain information about your refund, how and when it will be processed. Additionally, signage will be erected at the venue notifying customers of the cancellation. All ticket holders must comply with current COVID-19 restrictions while attending any event at the Hellenic Museum.

1.4 Staff working at the Hellenic Museum on the day of the event are not able to provide refunds.

1.5 GST will apply to all goods and services supplied through this site.

2.0 Conditions of entry

2.1 All patrons must have a valid ticket and be able to present it on request. Patrons who purchase a 'concession' ticket must, upon request, present a valid concession card. Concessions accepted include student cards, seniors' cards and health care cards.

2.2 Late arrival may result in non-admittance. Doors typically close 20 minutes after an event begins, patrons will not be admitted after this time and tickets will be forfeit.

2.3 Children, if present, must be supervised by a parent or guardian at all times.

2.4 Please remember to turn off your phone and all other electronic devices before the event.

2.5 Please be considerate to others before, during and after events.

2.6 We may ask you to shift seats to ensure the event runs smoothly.

2.7 We also reserve the right to refuse or end admission to any visitor.

2.8 Please keep an eye on your belongings – we can take no responsibility for personal items left on the premises during or after events.

3.0 Privacy and access

3.1 Any personal information that the Hellenic Museum collects from your use of this web site will be maintained in accordance with Hellenic Museum's privacy policy.

3.2 The Hellenic Museum may refuse access to this web site at any time in its sole discretion.

3.3 Events at the Hellenic Museum occasionally attract some media interest. By purchasing your ticket and/or attending the event you are agreeing for your name, photograph and/or footage of you to be used for promotional or advertising purposes.

4.0 Variation

4.1 The Hellenic Museum reserves the right to vary the terms of sale at any time. Variations become effective upon posting on the web site. By making a purchase through this site after the terms and conditions have been varied you agree to be bound by the variation.